



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

November 3, 2009

Marie Peterson
Director of Performance Improvement
Good Samaritan Hospital
901 Olive Drive
Bakersfield, CA 93308

Dear Ms. Peterson:

RE: FINAL MONITORING VISIT REPORT for Good Samaritan Hospital – ET08-0211

Date of the Visit:	10/21/09
Beginning/Ending Time:	9:30 a.m. – 11:30 a.m.
Date of Last Visit:	3/12/09
Visit Location:	Bakersfield
Persons in attendance:	Debi Sargent, Staff Development Coordinator Jennifer Klein, National Training Systems, Inc. Gilberto Pelaez, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	9/29/07 – 9/28/09	Agreement Amount:	\$274,680
Training Start Date:	9/29/07	No. to Retain:	180
Date Training must be Completed:	7/10/09	Range of Hours:	24 - 120
Type of Trainee:	Retrainee	Weighted Ave. Hours:	109

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ETP (04/15/05)

FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 11/30/07 and training began on 9/29/07. Your staff reported that all training was completed on 6/17/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement on 9/28/09.

ETP approved two Agreement Amendments. Amendment 1 executed on 6/09/08 changed the term of the Agreement from 10/09/07 – 10/08/09 to 9/29/07 – 9/28/09. Amendment 2 executed on 12/19/08 added Job 2 for Certified Nursing Assistants (CNAs) and Mental Health Workers earning between \$12.38 to \$16.25.

Information and data provided by project staff indicated that 100 trainees have completed training and the 90-day retention (55.5% of planned retentions). Project staff also projects earnings to be approximately \$108,125 (39% of the encumbered total \$274,680). Current ETP records show that Good Samaritan Hospital has received \$99,612.75 in progress payments. Earned funds totaling \$108,125 are being processed by the Fiscal Unit.

In reference to the overall experience Good Samaritan Hospital had in implementing the ETP project, the contractor's staff addressed the following questions:

- The reason (s) why Good Samaritan Hospital was unable to complete all training for the 180 trainees specified in the Agreement.
An increase in patient admissions prevented time to be allocated for staff to attend training.
- What barriers, if any, did your company experience in implementing your ETP project?
None.
- What problems, if any, did your company experience with ETP record keeping?
None.
- What assistance could ETP have provided that would improve the process for future Contractors?
According to you, the ETP process is well established and you have not additional recommendations at this time.
- How did Good Samaritan and the employees who participated benefit from the ETP training.
Employee skills and knowledge were enhanced as a result of educational in-services the hospital was able to provide under the ETP training program. The employees benefited professionally from the education which translated in to higher levels of patient care skills as well as patient care satisfaction.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in Reten.)	Number of Trainees Completed Retention
1	140	290	184	73	67	67
2	40	71	32	38	33	33
Totals :	180	361	216	111	100	100

The information shown above is in agreement with the data on the current Contract Status Report.

ATTENDANCE ROSTERS/INVOICES:

The Analyst reviewed the attendance records of 12 Job 1 & 2 retrainees billed for payment on Invoice 9. The records reviewed contained the required information and signatures, and the hours billed for payment were validated.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

AUDIT:

Good Samaritan Hospital will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Mr. Pelaez at (818) 755-1323 or by email at gpelaez@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,

Signature on file

Wally Aguilar, Manager
North Hollywood Regional Office

Signature on file

Gilberto Pelaez, Contract Analyst
North Hollywood Regional Office

cc: Jennifer Klein, NTS (by e-mail)
David Guzman, Chief, ETP Audit & Programs Operations Division
Kulbir Mayall, Manager, Cert & Fiscal Unit
Master File
Project File

Date report mailed to Contractor 11/4/09